

**IDAHO COMMISSION ON AGING**  
**Teleconference**  
**BOARD OF COMMISSIONERS MEETING MINUTES**  
**Friday, May 17, 2024 BOISE, IDAHO**

**Commissioner Members:** Chair Magera, Vice-Chair Ohrtman, Commissioner Morley, Commissioner Marquette, Commissioner Nielson, Commissioner Milliken

**ICOA Staff:** Judy Taylor, Bettina Briscoe, Vicki Yanzuk, Birgit Luebeck, Brandi Waselewski, Deedra Hunt, Erin Olsen, Fanny Rodriguez-Melnikosky, Janet Miller, Jenny Hill, Lynn Fyanes, Rachel Kessinger, Scott Carpenter, Susan Bradley

**I4A Members:** Director Stoddard, Director Holcomb, Director Enriquez, Director Thompson, Director Hirschi, Director Arnold

**Guests:** Marcy Croffy and Kelly Corley, VA Caregiver Support Program  
Julie Torresani, Community Care Program

**Excused:** Joe Zaher

**Open and Welcome Quorum – Chair Magera**

- Chair Magera called Board of Commissioners meeting to order at 8:30AM.

**Home Delivered Meals Report – Birgit Luebeck**

- **Objective:** Increase ability to respond to the demand to serve more clients through elimination of dual participation clients receiving both HDM and Medicaid or health insurance meals. **Outcome Measure:** Semi-annual meal roster reports from Medicaid, or other payers. **Target:** 75% of identified payers will comply with timely reports
- **Objective:** Decrease variability across the state in the implementation of the HDM program. **Outcome Measure:** In person or desk review. **Target:** 75% of all items monitored during in person or desk reviews are compliant with ICOA standards
- **Objective:** AAAs plan and facilitate uninterrupted service of home delivered meals during emergency situations. **Outcome Measure:** Accepted and current local plans. **Target:** By September 30, 2028, all local plans address the continuity of operations preparedness plan of meal providers

- **Objective:** Maintain or increase client satisfaction with HDM including meal modification for medical or cultural considerations. **Outcome Measure:** Bi-annual satisfaction survey. **Target:** 75% of all respondents are satisfied or very satisfied with meals

#### **Commodity Supplemental Food Program (CSFP)**

- **Objective:** Prevent malnutrition through sustaining or increasing the number of eligible clients served. **Outcome Measure:** Monthly FNS-153 report from Idaho Foodbank. **Target:** By September 30, 2028 will serve an additional 200 clients

#### **Family Caregiver Support – Lynn Fyanes**

- Overview of areas of focus
  - Family Caregiver Support Program and Idaho’s Community Cares Program infrastructure
  - Grand and Kinship Families “Bridging Systems”
  - Idaho Department Health and Welfare (IDHW) Lifespan Advisory Board
  - Technology Initiatives/projects
  - Dementia Capability
- Idaho Community Care Program (CCP)
  - Objective: Develop RTZ GetCare infrastructure and internal workflows to support person centered evidence-based assessments to uncover and respond to comprehensive Caregiver needs
  - Outcome Measure: ICOA Operations Manual Caregiver program standards and review toolkit
  - Target: By September 30, 2028, 75% of AAAs will comply with assessment standards
- CCP using ZBI – 12 to establish risk levels for caregivers and AD-8 as a marker of ADRD care recipients
- Title III-E Caregiver Support Program
  - Objective: Establish coordination with the newly created Idaho Dept of Health and Welfare (IDHW) Family and Community Services Grand and Kinship Families “Bridging Systems”
  - Outcome Measure: Evidence of meeting participation and shared projects
  - Target: By September 30, 2028, 75% of AAAs will submit evidence of participation
- According to Generations United, Idaho has over 10,500 grandparents responsible for their grandchildren in Idaho and over 50,000 children living in homes where a relative is head of household or being raised by kin with no parent present
- Program: Title III-E Caregiver Support Program

- Objective: To increase coordination of caregiver support efforts across the state will participate as member of Idaho Dept of Health and Welfare (IDHW) Lifespan Respite Care Coalition Advisory Board.
  - Outcome Measure: Calendar documentation of meetings and project progress and completion in quarterly Commissioners reports
  - Target: Will actively participate in 75% of advisory meetings annually
- Objective: Increase family caregiver recognition and support through new strategic partnerships and projects with an emphasis technology to increase access and reduce social isolation or loneliness
  - Outcome Measure: Calendar documentation of meetings & project progress in quarterly Commissioners reports
  - Target: Each AAA will complete four projects annually
- Program: Dementia Capability
  - Objective: Increase Dementia Capability across the aging network with an emphasis on competence in working with underserved and at-risk populations.
    - Outcome Measure: Calendar documentation of presentations and quarterly outcome reports to Commissioners.
    - Target: By September 30, 2028, will provide six presentations.
  - Objective: Strengthen the direct care workforce in Idaho through evidence-based, research informed, free Dementia Training
    - Outcome Measure: Post education evaluation survey
    - Target: 75% of participants would recommend the education to other direct care workers.
  - Objective: Facilitate the successful implementation of the Idaho Alzheimer’s and Related Dementia’s (ADRD) State Plan, including initiatives related to brain health and TBI reduction and recognition.
    - Outcome Measure: Goal tracking spreadsheet maintained at the Department of Health and Welfare, Public Health Division
    - Target: By June 30<sup>th</sup> of each year, 75% of assigned activities are on track

**Homemaker – Janet Miller**

- SWOT
  - Shortage of Direct Care Workforce
  - Underserved rural areas
  - Lack Minority Participation
  - Fully Implement Consumer Direction Statewide
- Needs Assessment
  - 54% of Respondents believe having a service to shop or clean homes is very important for older Idahoans

- Objective 1: Expand number of consumer directed clients with an emphasis on high risk and underserved
  - Measurement: RTZ GetCare Demographic report of homemaker clients
  - 3% annual increase in high risk clients as a percentage of all clients

### **Chore – Janet Miller**

- SWOT
  - Building partnerships with agencies providing chore services
  - Hours billed vs Materials paid
- Needs Assessment
  - 59% of Idahoans believe that seniors having someone to do heavy outside work is very important
- Objective: Identify and implement new partnerships, resources, or programs that support client needs for home modification and heavy housework or yardwork
  - Reports from RTZ GetCare, and/or Program Manager Tracking
  - By September 30, 2028 each AAA will have documented units of service for chore

### **Transportation – Janet Miller**

- SWOT
  - Knowledge of utilizing public transportation
  - Rural Area Transportation
  - Transportation of on-going medical care (ex: dialysis)
- Needs Assessment
  - 60% of believe that transportation to appointments is very important for older Idahoans
- Objective: Increase transportation options through new strategic partnerships, projects or programs with a focus on rural and underserved areas.
  - RTZ GetCare unit reports, calendar documentation of meetings and project progress and completion in quarterly Commissioners reports
  - Each AAA will complete one project or document a new partnership or referral partner annually
- Objective: Educate individuals on the process of utilizing public transportation
  - Outcome Measure: Having documented information on when and how public transportation information was distributed.
  - Target: Each AAA will provide examples of how the public transportation process works in their area

### **Ombudsman Program – Fanny Rodriguez-Melnikovskiy**

- Provided Overview of Program and Authority
- 2023 Ombudsman Program Outreach

- SWOT Analysis
- 2023 Ombudsman Program Identified Gaps
- Ombudsman Program Variability
  - Objective: Decrease variability across the state in the delivery of Ombudsman Services
    - Outcome Measure: In person or desk top review
    - Target: Items monitored during in person or desk reviews are compliant with ICOA standards by September 30, 2028
- Ombudsman Program Standardization
  - Objective: Increase consistency in documentation across the State
    - Outcome Measure: Desk top review of RTZ Get-Care
    - Target: 75% of records reviewed will meet standards by September 30, 2028
- Ombudsman Program Virtual Family Council
  - Objective: Create and implement a Statewide infrastructure to support & promote LTC family councils
    - Outcome Measure: Agendas and minutes or other supporting documentation submitted in quarterly Commissioner meetings
    - Target: The Ombudsman Program Virtual Family Council will average 25 participants by September 30, 2028
- Ombudsman Program Virtual Family Council
  - Under federal law, family members in a long-term care facility can join together to form a united council to communicate concerns to facility administrators.
  - The Office of the State Ombudsman has hired a State Family Council Coordinator to:
    - Empower and Educate consumers and families
    - Train and Support individuals and groups to advocate for and empower consumers
    - Create a platform to support family members and residents to promote high quality of care and life in the facility
- Ombudsman Program Support Expansion
  - Objective: Expand Ombudsman support to new settings and projects
    - Outcome Measure: Calendar documentation of meetings and project progress and completion in quarterly Commissioners Reports
    - Target: five projects to be completed by September 30, 2028
- Ombudsman Volunteer Program
  - Certified Ombudsman Volunteers are part of the Ombudsman Program and are advocates who listen to address the concerns of residents living in Long-Term Care facilities. The Office of the State Ombudsman has hired a State Volunteer Coordinator to re-vamp the Ombudsman Volunteer Program.

- FFY 2019 vs FFY 2024 (YTD) Expenditures Review
- Provided Ombudsman Social Media

### **Adult Protective Services (APS) – Deedra Hunt**

- Critical Success Factor 1
  - Objective: Decrease variability across the state in the delivery of APS
    - Outcome Measure: In person or desk review
    - Target: By 09-30-2028, 75% of all items monitored during in person or desk reviews are compliant with ICOA standards
- Critical Success Factor 2
  - Objective: Expand Awareness of vulnerable adult maltreatment to promote early identification and appropriate reporting
    - Outcome Measure: RTZ Getcare documentation of community presentations
    - Target: Annual documentation of 60 statewide presentations
- Critical Success Factor 3
  - Objective: Increase awareness and knowledge of the APS program with multiple audiences including mandated reporters
    - Outcome Measure: Tracking reported quarterly at Commissioner’s meetings
    - Target: Annual completion of one statewide project
- Critical Success Factor 4
  - Objective: Establish *Integrated Mission Teams* built of trusted agencies and specialized professional staff that have like purpose and focus to protect vulnerable adults, investigate maltreatment, recover lost assets, and prosecute perpetrators
    - Outcome Measure: Calendar, agenda, project progress and completion documentation in Qtr. Commissioners reports
    - Target: By 09-30-28, will have two active Integrated Mission Teams

### **Working Lunch: VA Caregiver Support Program – Marcy Croffy and Kelly Corley**

- Program of General Caregiver Support Services (PGCSS)
  - Caregivers who participate in PGCSS are called General Caregivers.
  - No formal application is required to enroll in PGCSS
  - Skills training, Mobile Support, One on One Coaching
- **Program of Comprehensive Assistance for Family Caregivers (PCAFC)**
  - **Eligibility Criteria:** There are seven (7) Veteran eligibility requirements
  - Services
    - Education and Training
    - Enhanced Respite Care

- Mental Health Counseling
- Beneficiary
- Monthly Stipend
- Access to health care through Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), if eligible
- Financial planning and legal resources

**Legal Aid Developer – Deedra Hunt**

- Critical Success Factor 1
  - Objective: Create shared on-line repository between Idaho Legal Aid Services (ILAS), the State Office of the Long-Term Care Ombudsman, and APS program, of training and educational materials, legal service materials and forms.
    - Outcome Measure: Repository created, and access disseminated
    - Target: Repository will be accessible to all partners by January 2026
- Critical Success Factor 2
  - Objective: Increase the quality of legal support and referrals of hospital or medical practice social services workers statewide through education about available legal support, focused on services related to maintaining independence in living and decision making.
    - Outcome Measure: Number of educational meetings held with hospitals and/or medical practice social services.
    - Target: 10 educational meetings held by 2028
- Critical Success Factor 3
  - Objective: Increase the knowledge of substitute decision makers statewide, through Advanced Planning/Financial Power of Attorney clinics in local communities
    - Outcome Measure: Number of clinics and location of clinics
    - Target: At least 2 clinics in each judicial district by 2028
- Critical Success Factor 4
  - Objective: Utilize libraries to promote education about self-directed financial management and legal services for seniors, including services related to maintaining independence in living and decision making, and housing issues.
    - Outcome Measure: Number of libraries that maintain legal services information, including the senior risk detector
    - Target: 20 libraries by 2028
- APS and Idaho Department of Finance Securities
  - SFY 23 Review
    - 20+ Collaboration/Planning meetings between ICOA and IDOF
    - Collaboration on financial exploitation investigations
    - Cross referrals between APS Program and the IDOF Securities Bureau

- Legislation drafted for Report and Hold
- Statewide Financial Exploitation Road Show
- Planning for SFY '24
- Elder Exploitation
  - Traditional Fraud and Crypto Cases
    - Since June 2023 18 cases have reported
      - Collaborations between APS, Meridian Police Department, Boise Police Department, Idaho State Police Dept, Canyon County Prosecutor, Attorney General, Ada County Sherriff Office, Gooding County Sheriff Office, Nampa Police Department, Rigby Police Department

#### **Commissioners' Reports – ICOA Commissioners**

- Roundtable discussion of highlights from reports, events, and challenges in their areas.
- Questions and discussion followed.

#### **Closing Business/Meeting Adjourns – Chair Magera**

- Meeting adjourned 3:00pm